GREENWALD INTELLICARD

Smart Card Management System 2

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INTRODUCTION 1

1.1.1. Welcome

Welcome! With the purchase of the Greenwald Intellicard Smart Card Management System 2 (SMS2), you have opened the door to the world of integrated computer managed smart card systems. Using the Greenwald Intellicard System, you will have the power to effectively manage numerous laundry machines, Card Transaction Stations and Door Access Readers, all with the convenience of an easy-to-use windows-based software package – SMS2.

Previous users of SMS or other smart-card management software packages will find SMS2 packed with new features and innovative administration tools, making it the ideal system for addressing multiple commercial laundry and access control solutions.

New users of the Smart Card Management System will find SMS2 to be both intuitive and easy to learn.

Experienced and new SMS users alike will quickly benefit from the Greenwald Intellicard system, and will soon enjoy:

- Reduced operating expenses.
- Increased profits.
- Reduced vandalism.
- Financial accountability.
- Controlled building access.

1.2. Overview

The Smart Card Management System is a flexible and powerful management tool that creates an electronic cash environment where the need for handling and accounting for coins is eliminated. In addition, smart card technology enables greater flexibility in controlling pricing functions.

SMS2 effectively integrates not only a diverse line of Laundry Machine Readers and Card Transaction Stations, but also an advanced electronic Door Access system.

Before we can understand how SMS2 integrates these components, we will review the Greenwald Intellicard system components.

1.2.1. System Components

1.2.1.1 Smart Cards

An obvious component to any smart card system is the Smart Card itself. Greenwald Intellicard Smart Cards are a durable, high security microprocessor-controlled storage medium. The smart card has the ability to store large amounts of data in a completely secured environment, preventing unauthorized duplication or alteration. These features combined with a long life span make the Greenwald Intellicard smart card an ideal medium for commercial laundry and door access applications.

Two card types are used in the Greenwald Intellicard System:

- **User Cards** are used to purchase commercial laundry services or are used for door access applications. Typically, they will be distributed by the building manager or purchased from a Card Transaction Station.
- **Management cards** are used to initialize and set-up laundry, transaction and Door Access Readers. They are also used to collect audit information from the different Laundry Machine Readers, Card Transaction Stations and Door Access Readers, set pricing and time functions and run diagnostics on field equipment.

1.2.1.2. Machine Card Readers

The Machine Card Reader validates monetary values placed on smart cards by customers and deducts the appropriate vend price before initiating a cycle. Machine Card Readers are equipped with displays, which provide pricing, and operation instructions to the consumer as well as to system administrators and service personnel. Machine readers also store all machine activity, allowing this data to be retrieved and analyzed with the SMS2 reporting function.

1.2.1.3. Card Transaction Stations

Card Transaction Stations allow for unattended smart card purchase and recharge (adding value to an existing card). Customers insert cash into a bill acceptor or swipe a credit/debit card, and the transaction station either dispenses a smart card or adds value to a previously purchased card. System Administrators and/or service personnel to account for currency or credit/debit card transactions can periodically audit card Transaction Stations.

1.2.1.4. Door Access Readers

Door Access Readers are sophisticated access control systems that are installed with an electronic locking device such as an electric strike or magnetic lock. These units can be programmed to allow access to specified cardholders, and can also be used to deny entry into a building or room at any time.

1.2.1.5. Smart Card Management System

The focus of this manual will be the operation of the Smart Card Management System. Once properly installed and set up, functions of SMS2 enable the operator to:

- Set up laundry Machine Card Readers and Card Transaction Stations with pricing and functions defined according to your needs.
- Set up and maintain an “electronic” key system with the Door Access Manager.
- Retrieve and view audit reports from all equipment including usage reports, money collected and access reports.
- Set up PC stations to issue and sell user cards.
- Maintain and update all pricing and setup information.

1.2.2. The Big Picture

So how does it all work? The System Administrator enters the necessary data into the software: locations, machines, pricing and other information SMS2 will need to manage a system.

When data entry is complete, the System Administrator can create different types of Smart Cards to perform various functions. Each Smart Card can be used to perform one or several of the functions listed below.

1.2.2.1. Management Cards

Login Cards – Smart Cards that allow or restrict the operation of SMS2. Additional login cards allow other users to become System Administrators.

Setup Cards – Smart Cards that utilize data entered into SMS2 to program each individual unit - laundry machines, card transaction machines and Door Access Readers.

Data Collection Cards – Smart Cards used to collect data stored on individual machine readers, transaction machines and Door Access Readers and transfer this data to SMS2. The collected data from these cards create reports for later analysis.

Utility Cards – Smart Cards used to allow laundry machines to operate in service mode for necessary maintenance. Utility cards also allow the set up of time/date information for the machines.

1.2.2.2. User Cards

Cash Cards – Smart Cards purchased from a Card Transaction Station or issued through SMS2. These cards are used to purchase vends, and can be revalued at a Card Transaction Station or by the software.

User Cards – Smart Cards issued to users that have been assigned a unique User Identification. This enables system administrators to track individuals' usage of Laundry Machine Readers, Card Transaction Stations and Door Access Readers.

Once the data is entered, and the appropriate cards have been created for setup and distribution to users, the system is ready to be used. Users will be able to purchase cards from Card Transaction Stations (if available), add value to cards, and use laundry machines equipped with the Greenwald Intellicard Laundry Machine Readers.

1.3. Understanding SMS2

1.3.1 What is SMS2?

Smart Card Management System 2 (SMS2) is the managing component of the Greenwald Intellicard Smart Card System. This versatile, easy to use software package can manage an unlimited number of laundry facilities as well as control door access functions. The primary tasks of the SMS2 software are to manage data, create cards and generate reports.

1.3.1.1. Data Management

The software sorts, tracks and displays all data relating to:

- Laundry machines.
- Card Transaction stations.
- Door Access Readers.
- System users.

1.3.1.2. Card Creation

Along with the PC Smart Card Reader, SMS2 creates and reads all the cards necessary to manage the Greenwald Intellicard Smart Card system including:

- Machine setup cards.
- Utility Cards.
- Data Collection Cards.
- User Cards.

1.3.1.3. Report Generation

A comprehensive selection of pre-designed reports has been included with the SMS2. Reports are easily viewed or printed and include:

- Cash collected.
- Machine usage.
- Door Access usage.
- Location information

Additionally, custom report generation is possible with SMS2.

1.3.2. How does SMS2 Work for You?

SMS2 is the central management tool used to control your entire Greenwald Intellicard Smart Card System. From one PC, you can quickly and easily customize the functions and operations of each machine used in the system.

Customization includes pricing, time and cycle function specifications for laundry machines, as well as location restrictions. This means that changing the vend cost for a washer or deciding to run specials at certain times of the day is now just a few key strokes away. Specific location pricing and restricting the use of cards to only certain locations is also accomplished in the SMS2 software.

The features of the Greenwald Intellicard Smart Card System combined with the ease of use of the SMS2 software offers greater accountability and the ability to save both time and money.

1.3.2.1. Accountability

All transaction information in SMS2, Laundry Machine Readers, Card Transaction Stations and Door Access Readers can be recorded. SMS2 has the ability to gather and manage the transaction information. This means that:

- When service personal use a service card, the date and time of the action can be recorded.
- Collectors are accountable for cash collected in the transaction stations.
- Machine usage by individual customers can be tracked.

1.3.2.2. Save Time

The Smart Card System does away with the great expense and time resources needed to handle and account for coins. SMS2 also has other valuable time saving features:

- The SMS2's easy to learn and use interface allows you to be up and running in just a short period of time.
- The cloning feature in SMS2 allows for quick setup of similar machines and users.
- Quick and easy generation of reports that let you keep track of your entire operation—at a glance!

- Remote programming is currently available for the Credit Card and Multi Transaction Systems.

Now that you know more about the Greenwald Intellicard Smart Card Management System 2 and how it can help you better operate and administrate you system, let's get started…

GETTING STARTED WITH SMS2

2

2.1.1. Overview

This chapter will cover the basic steps for getting started with SMS2:

- System requirements for installation.
- Installing SMS2 software and hardware.
- Starting SMS2 once it is installed.
- A review of the SMS2 Interface
- Working with Smart Cards

A section covering the overall architecture of SMS2 including navigation has been included as well.

2.2. Installation

This section reviews the PC hardware requirements for running SMS2 and describes both the software and hardware installation. Users upgrading from SMS1 should consult with Greenwald Intellicard Technical Support Department for further details at 1-800-221-0982.

2.2.1. System Requirements

Following are the minimum system requirements necessary for SMS2 to be installed and used on your PC:

- Pentium or equivalent processor.
- Windows 95 or Windows 98 Operating System.
- 32 Megabytes of RAM (Random Access Memory).
- Available serial port.
- 40 Megabytes disk space (Hard Drive).
- PS2 Keyboard or Mouse Port

Note:

40 Megabytes of disk space is the minimum system requirement. Operators managing large facilities or storing large amounts of data in SMS2 will need more available disk space.

2.2.2. Software Installation

Note:

SMS2 is designed to run on a local hard drive. Network drives are not supported at this time.

1. Insert the SMS2 CD-ROM into your computer's CD-ROM drive and the Auto-Run program will begin. If Auto-Run starts proceed to Step 2 (Page 25). If Auto-Run does not start proceed to Step a. (below).

Note:

In order for Auto-Run to work properly, "Auto Insert Notification" must be enabled in the Windows operating system. If it is not, consult your Windows documentation to enable it, or follow these steps:

a. Click the Start button located on the Windows Task Bar (Figure 2.1).

b. Click Settings (Figure 2.1).

c. Click Control Panel (Figure 2.1).

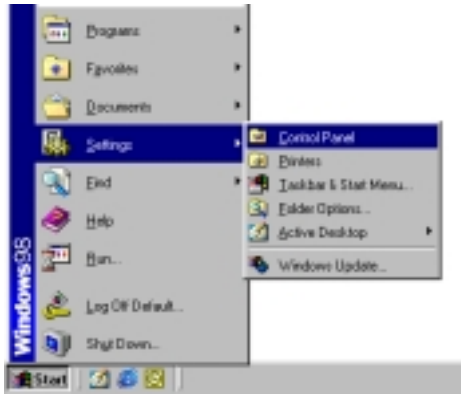


Figure 2.1 Starting Alternate SMS2 Installation

d. In the Control Panel folder, double click the add/remove icon (Figure 2.2).

Control Panel
Use the settings in Control Panel to personalize your computer.
Select an item to view its description.
Click here to open the Add/Remove Program window

Figure 2.2 Opening the Add/Remove Program Window

e. Click the Install button located at the top of the window (Figure 2.3).

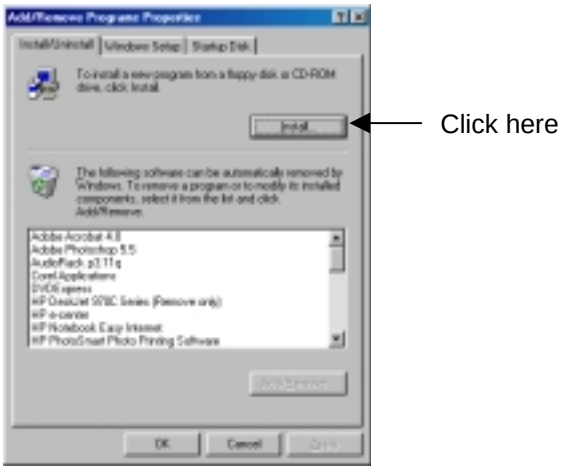


Figure 2.3 Add/Remove Programs Properties Window

f. Click Next (Figure 2.4).

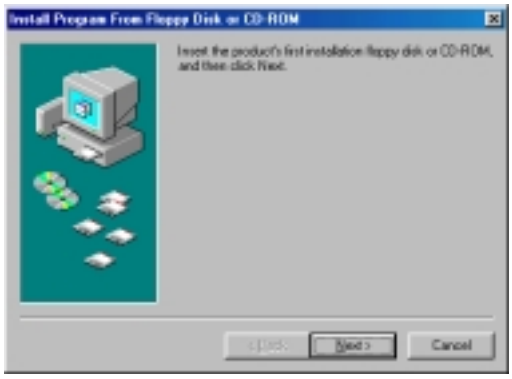

Install Program From Floppy Disk or CD-ROM
Insert the product's first installation floppy disk or CD-ROM, and then click Next.
< Back
Next >
Cancel

Figure 2.4 Insert CD-ROM Window

g. Click Finish (Figure 2.5).

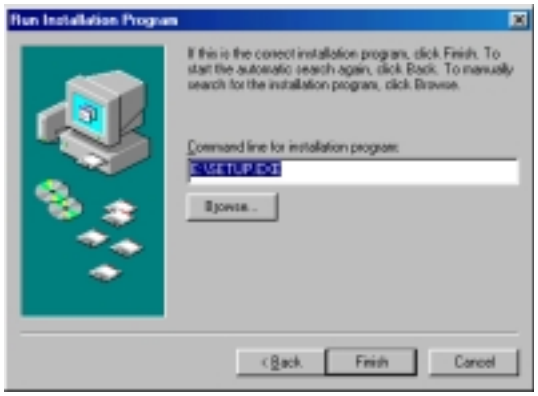

Run Installation Program
If this is the correct installation program, click Finish. To start the automatic search again, click Back. To manually search for the installation program, click Browse.
Command line for installation program:
E:\SETUP.EXE
Browse...
< Back
Finish
Cancel

Figure 2.5 To Complete Alternate Installation

2. A license agreement will appear. Please read this carefully and click the Yes button to accept the license conditions (Figure 2.6).

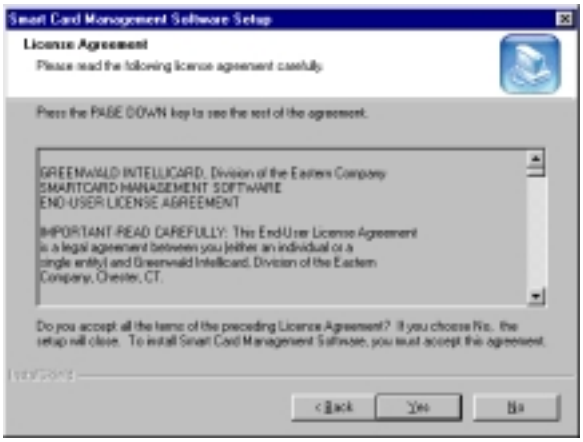

Smart Card Management Software Setup
License Agreement
Please read the following license agreement carefully.
Press the PAGE DOWN key to see the rest of the agreement.
GREENWALD INTELLICARD, Division of the Eastern Company
SMARTCARD MANAGEMENT SOFTWARE
END-USER LICENSE AGREEMENT
IMPORTANT-READ CAREFULLY: This End-User License Agreement is a legal agreement between you (either an individual or a single entity) and Greenwald Intellicard, Division of the Eastern Company, Chester, CT.
Do you accept all the terms of the preceding License Agreement? If you choose No, the setup will close. To install Smart Card Management Software, you must accept this agreement.
InstallShield
< Back
Yes
No

Figure 2.6 Licensing Agreement

3. In the Choose Destination Location window, click Next to accept the default folder location, or click the Browse button to install SMS2 elsewhere. If you choose to install the software elsewhere, make note of where you have installed it (Figure 2.7).

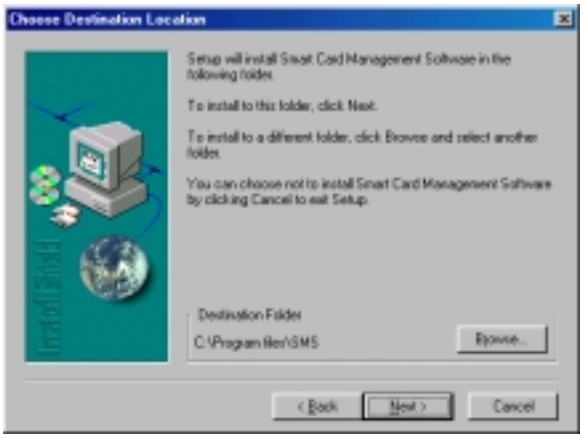

Choose Destination Location
Setup will install Smart Card Management Software in the following folder.
To install to this folder, click Next.
To install to a different folder, click Browse and select another folder.
You can choose not to install Smart Card Management Software by clicking Cancel to exit Setup.
Destination Folder
C:\Program Files\SMS
Browse...
< Back
Next >
Cancel

Figure 2.7 Choose Destination Location Window

4. When the Select Program Folder window appears, click Next to complete the installation, or click Browse to select a different folder for custom settings. Now click Next to complete the installation (Figure 2.8).

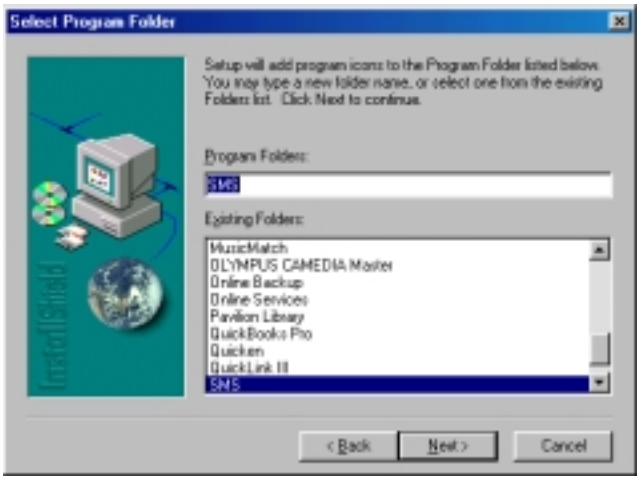


Figure 2.8 Select Program Folder Window

Caution:

It may take several minutes for the install to complete. **Do Not Reboot Until Installation is Completed!**

5. A window may appear prompting you to restart your computer. If so, restart your computer at this time. If you are not prompted to restart your computer, you are ready to run SMS2.

Installation of SMS2 onto your system is now complete. An SMS icon has been placed both on your desktop and in the programs menu of the Windows Task Bar (Figure 2.9).

Figure 2.9 SMS Icon

2.2.3. Hardware Installation

In order to operate SMS2, a Tritheim Smart Port Smart Card Reader/Writer (PC Card Reader) must be installed. This reader must be purchased with your other system components. Follow these steps for the PC Reader installation:

1. Close all programs using the serial port connection you have designated for use with the SMS2 PC Reader.
2. Plug the PC Reader's 9-pin serial connector into the PC's serial connection.
3. Plug the PC Reader's adapter between the PC's PS2 keyboard or mouse port and the PC.

Since the PC Reader driver installation has been completed during the software installation process and SMS2 automatically searches all serial and parallel ports for the reader, the installation process is now complete.

You are ready to begin using SMS2!

2.2.4. Starting SMS2 for the First Time

Once the software and hardware installation have been completed, follow these steps to start the software:

2. Double click the SMS icon located on the desktop of your PC (Figure 2.9). The Login window will appear.

Tech Tip

If you find that SMS2 will not start or that the software does not recognize the PC Reader, reboot your computer.

3. Insert either a Greenwald Intellicard User or Management Smart Card (Sections 2.4.1) into the PC reader. Be sure that the smart chip is facing up and leading into the reader (Section 2.4.2).
4. Enter the 4-digit default PIN (Personal Identification Number), 1-2-3-4, and click the Ok button to begin SMS2 (Figure 2.10).

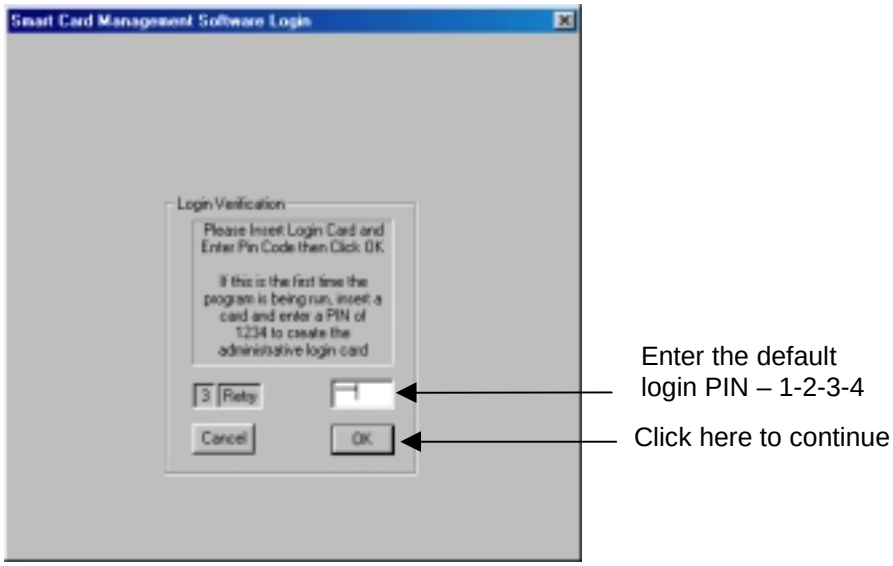

Smart Card Management Software Login
Login Verification
Please Insert Login Card and Enter Pin Code then Click OK
If this is the first time the program is being run, insert a card and enter a PIN of 1234 to create the administrative login card
3 Retry
Cancel
OK
Enter the default login PIN – 1-2-3-4
Click here to continue

Figure 2.10 Login Window

5. Label this card as your login card.
6. Once a user has successfully logged into SMS2 the Login Card can be removed from the PC Reader at anytime.

Warning!

The Greenwald Intellicard Smart Card used for this process is now the default system administrator card. Unless other system administrator cards are created this is the **only** means to access the software. It is recommended that at least one other administrator card be created at this time (See Chapter 4).

Caution:

In addition to the Smart Card you created to be the system administrator card, you will need your PIN to access the software. Together they are the **only** means of accessing the SMS software. It is recommended that the PIN be changed immediately to prevent any security compromises (the Login window states that 1-2-3-4 is the default PIN). Be sure to keep the System Administrator card in a safe place so that you do not inadvertently get locked out of the software.

2.2.5. Normal SMS2 Login

1. Double click the SMS2 icon located on the desktop of your PC (Figure 2.9). The Login window will appear.
2. Insert a Login Card (Section 2.4.2)
3. Enter the correct Personal Identification Number (Figure 2.10).
4. Click OK to start the software (Figure 2.10).

2.2.6. The SMS2 Interface

SMS2 is a modular software package that can be purchased in different configurations. The modules that make up SMS2 are called managers. Each manager has been developed to function with specific components of the Greenwald Intellicard System. The following is a description of each manager.

2.2.6.1. Login Controls Manager (Figure 2.11)

Security has been a major consideration in the development of the SMS2 software. Although the software's ability to manage an entire organization's laundry and door access equipment makes it convenient, it can also make it vulnerable. For this reason, the Login Controls Manager can control access and administrative privileges in SMS2.

In the Login Manager you will be able to enter information about each SMS2 user, assign their Personal Identification Numbers (PIN), define their SMS2 privileges and restrictions, and issue them Login Cards.

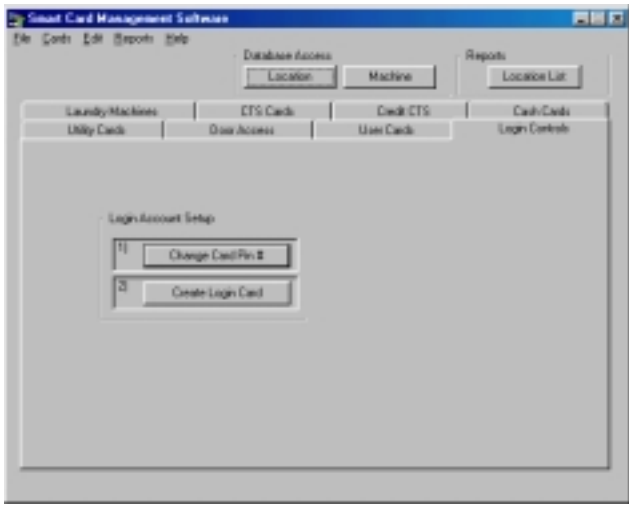


Figure 2.11 Login Controls Manager

2.2.6.2. Locations Manager (Figure 2.12)

The Locations Manager is included with all SMS2 software packages. Every machine and user that is entered into SMS2 is assigned to a Location. Utilizing multiple locations allows you to restrict machine usage by location, control door access, and also gives you the ability to produce meaningful reports. To use SMS2 it is necessary to set up at least one location. All the other managers utilize information from the Locations Manager.

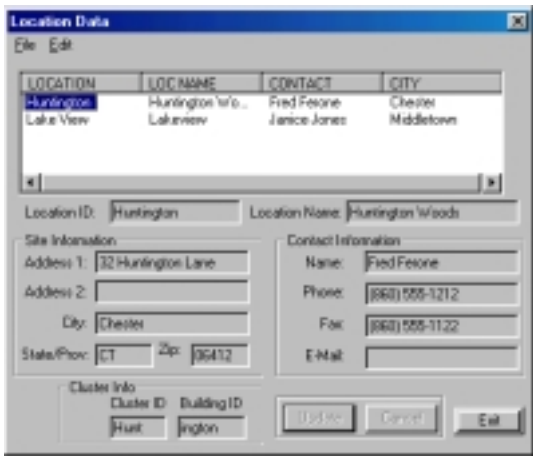


Figure 2.12 Locations Manager

2.2.6.3. Machines Manager (Figure 2.13)

The Machines Manager tracks all Laundry Machine Readers, Card Transaction Stations and Door Access Readers being managed by the SMS2 software. In the Machine Manager you will be able to assign each machine an individual identification, location, and make and model number. As with the Locations Manager, the information stored in this manager is utilized by other managers in the SMS2 software.

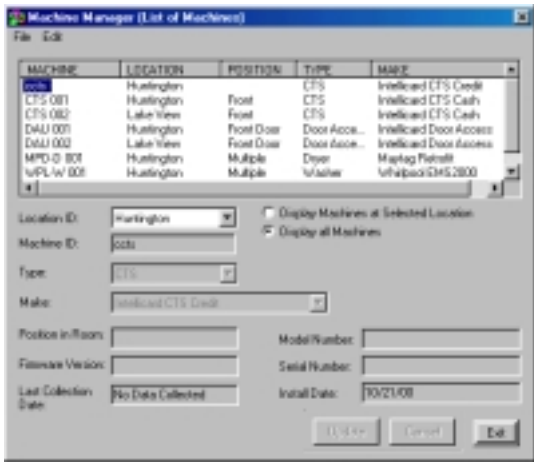


Figure 2.13 Machines Manager

2.2.6.4. User Cards Manager (Figure 2.14)

The User Cards Manager is an advanced feature of the SMS2 software package. In the User Cards Manager, specific identities can be assigned to a particular Smart Card. This allows for individual programming of cards for both the Door Access Readers (i.e. limiting usage to one particular location) as well as data collection based on individual usage of Laundry Machines and Card Transaction Stations.

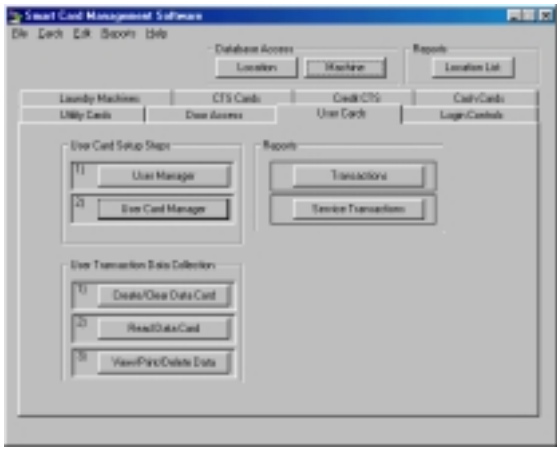


Figure 2.14 User Cards Manager

2.2.6.5. Laundry Machines Manager (Figure 2.15)

The Laundry Machines Manager is the module that manages all information relating to washers, dryers and stack laundry machines. In addition to being able to access the Locations Manager and Machines Manger directly from within the Laundry Machines Manager, other functions include:

- The management of laundry machine readers including pricing, cycle and display information.
- The collection and reading of laundry machine transaction data.
- Printing of laundry machine reports.
- Administration of special pricing based on peak usage

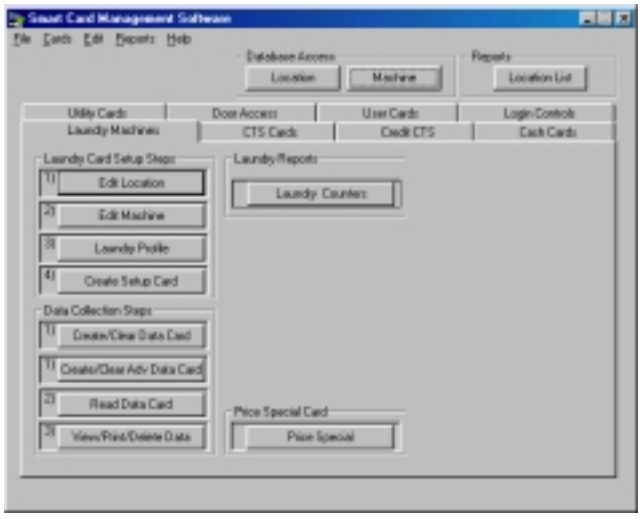


Figure 2.15 Laundry Machines Manager

2.2.6.6. CTS Cards Manager (Figure 2.16)

The CTS Cards Manager is used for operating and maintaining Cash Transaction Machines. All functions of the Cash Transaction Machines are set up within this manager. These functions include card deposit charge, maximum card values, display messages, bills to be accepted and data collection cards. There are also several reports available here for the Cash Transaction Machine transactions.

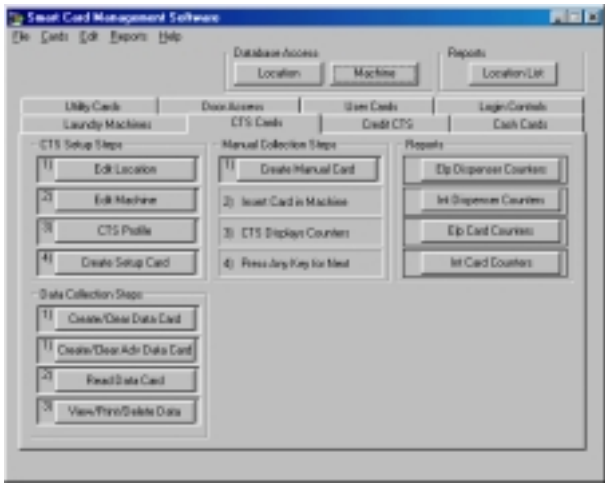


Figure 2.16 CTS Card Manager

2.2.6.7. Credit CTS Manager (Figure 2.17)

The Credit CTS Manager programs the Credit Card Transaction Station and the Multi Card Transaction to allow cashless recharge and value of Smart Cards. The SMS2 software allows both dial-up modem access and direct access via PC to set up and data collect the Credit and Combo CTS. Once set up, the Credit CTS is now able to accept debit and credit cards for transactions.

Note:

The Credit CTS is password protected to prevent unauthorized outside access. This adds additional security to the sensitive data being collected and stored in the Credit Card Transaction Station.

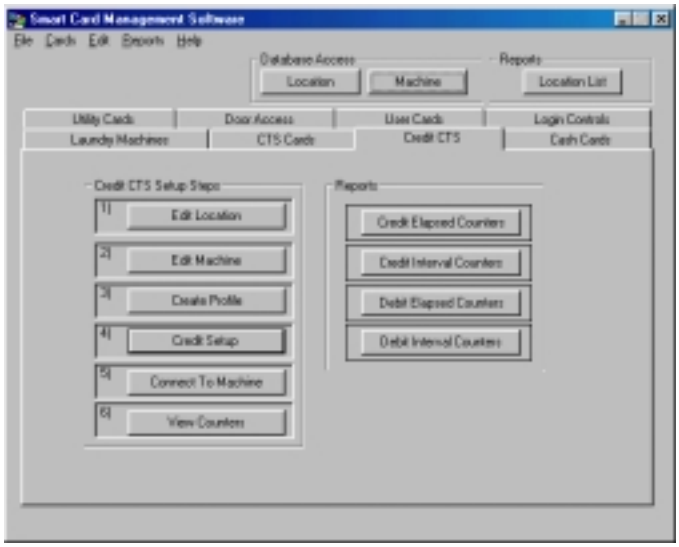


Figure 2.17 Credit CTS Manager

2.2.6.8. Cash Cards Manager (Figure 2.18)

The Cash Cards Manager allows SMS2 software users to create Cash Cards from their computer when a transaction station is not being used at a location.

Creating Cash Cards using this manager also allows for individual Cash Cards to be created with specific monetary values preset on each card.

The Cash Cards Manager can also be used as the SMS2 “cash register.” It tracks every debit and credit made in the software, accounting for all funds added, subtracted and by whom.

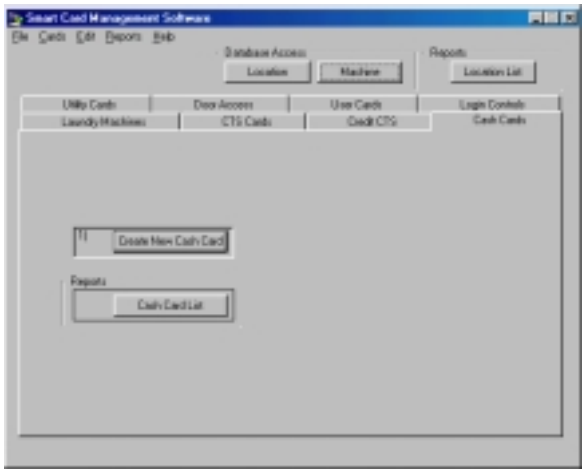


Figure 2.18 Cash Cards Manager

2.2.6.9. Utility Cards Manager (Figure 2.19)

The Utility Cards Manager is used to create Smart Cards that set the internal clocks of Laundry Machine Readers and Door Access Readers. Other Utility Cards can initiate a service mode operation in Laundry Machine Readers and Card Transaction Stations.

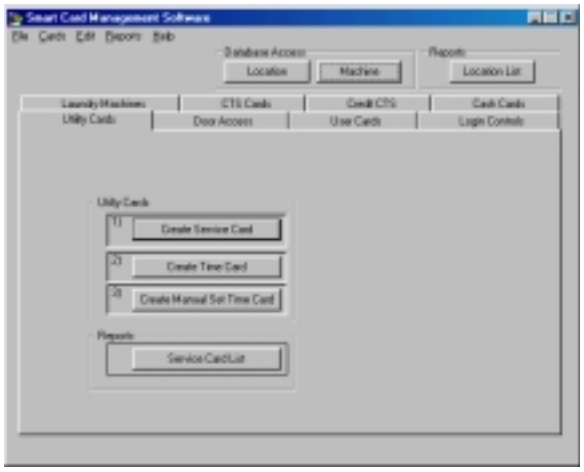


Figure 2.19 Utility Cards Manager

2.2.6.10. Door Access Manager (Figure 2.20)

The Door Access Manager allows you to determine access to buildings and rooms. This can limit access to the laundry room as well as provide added security to sensitive areas of a business or building. The Door Access Manager allows you to program the relay delay, as well as run reports containing such information as who uses a location and when.

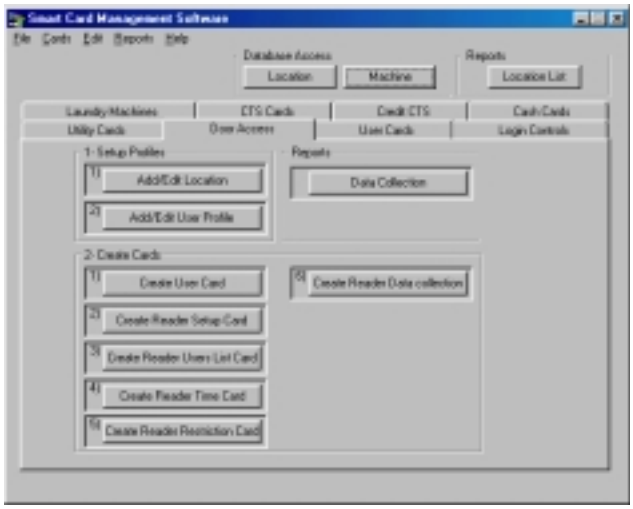


Figure 2.20 Door Access Manager

2.3. SMS2 Functions

As stated earlier, SMS2 is designed to be intuitive and easy to use. It puts at your fingertips the tools you need to manage your laundry facilities. All SMS2 features and commands are easy to use and are just a mouse click away.

In this section the SMS2 feature and command navigation will be explained.

2.3.1. Tabs

The managers are divided into tabs. To open a manager, simply click on the corresponding tab (Figure 2.21).

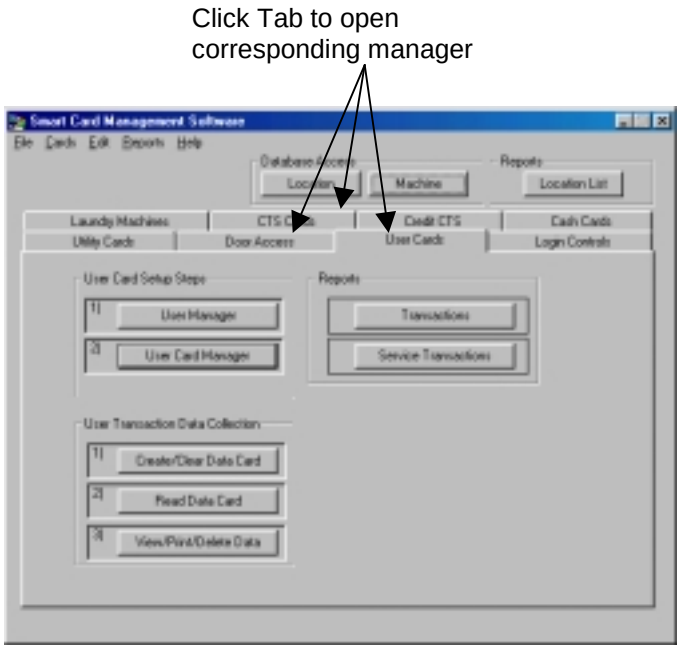


Figure 2.21 Tabs

2.3.2. Menus

Menus, a common Windows element, are widely used in the SMS2 software. SMS2 displays menus in a Menu Bar at the top of the screen (Figure 2.22). You can choose commands from the menus in two ways:

- Click the menu name to access the menu. When applicable, click the name of the submenu, and then click the command you need.

- Press the ALT button on your keyboard to activate the Menu bar, and use the cursor keys to navigate through the menus and submenus. Once a desired command is highlighted, press the enter key.

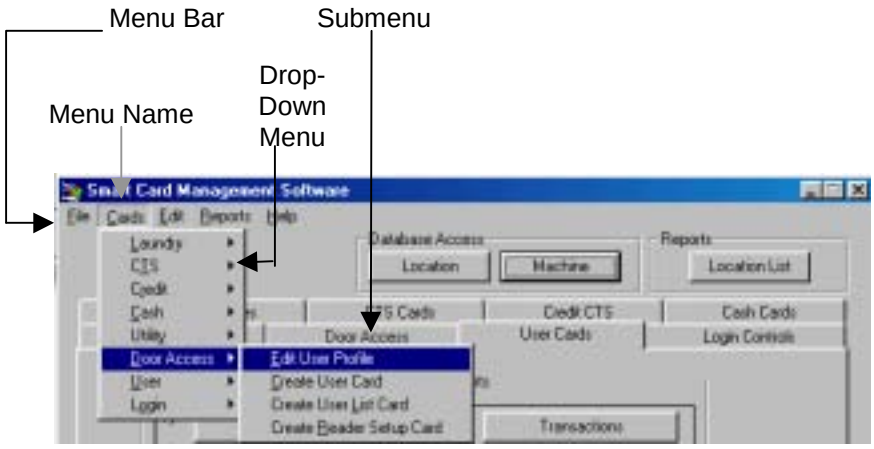


Figure 2.22 Menus

2.3.3. Buttons

SMS2 is equipped with both command and database access buttons (Figure 2.23). These allow for easy navigation and shortcuts to commonly used commands. To activate a button, simply point to it with your mouse and click. Using the Tab key to highlight the desired command and then pressing the Enter key can also activate command buttons.

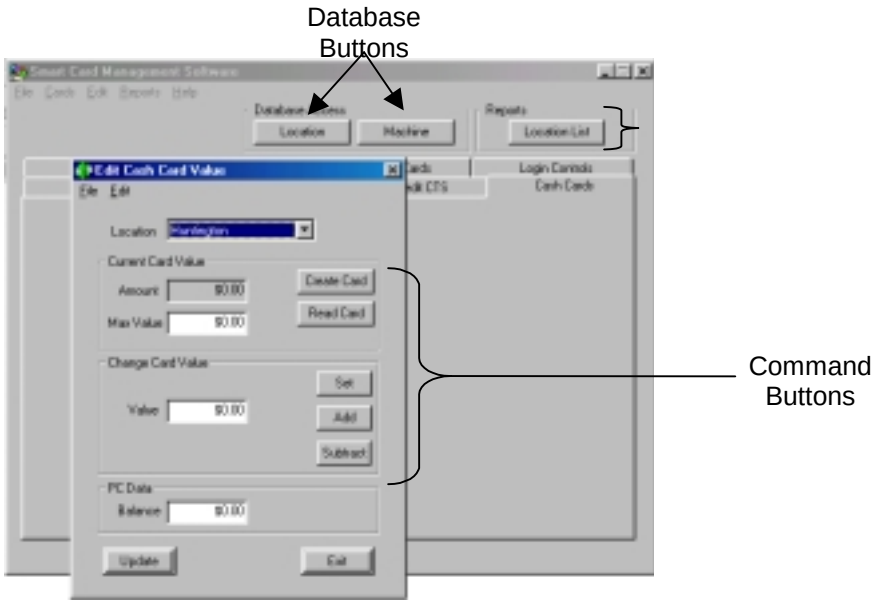


Figure 2.23 SMS2 Buttons

2.3.4. Keyboard Navigation

This manual will provide instructions for SMS2 using a mouse or another PC pointing device. Since SMS2 uses standard Windows navigation elements, keyboard navigation can also be used.

When working with the records in SMS2 the tab key is used to navigate through the fields, options and command buttons within the record. The space bar is used to enable or disable options and the Enter key is used to activate a command button.

2.4. Working with Smart Cards

There are three different types of smart cards used in the Greenwald Intellicard system. The primary difference between each one of these cards is their memory capacity. The card types are as follows:

- User Card (256 Byte memory capacity)
- Management Card (1K memory capacity)
- 8K Management Card (8K memory capacity)

For certain card applications (Section 1.2.2), it is necessary to use a specific card type to insure that there is enough memory for its assigned functions. In other cases, more than one card can be used. When possible, it is most cost-effective to use the lowest memory card.

2.4.1. Visually Identifying a Card

The Smart Chip for each card has a unique appearance. Figure 2.24 shows the different types of smart-chips.

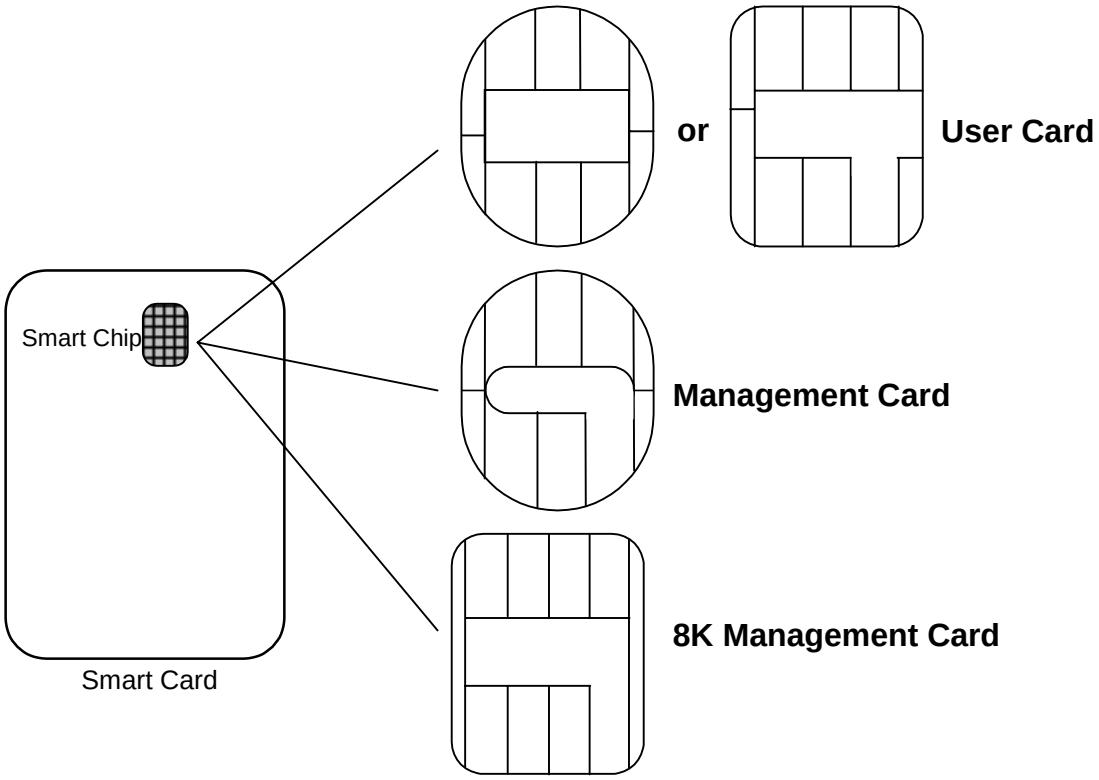


Figure 2.24 Visually Identifying Smart Cards

Note:

This is only a visual guideline. The most accurate way to identify a card is with the Identify Card function covered in Section 2.4.3.

2.4.2. Reading and Writing to the Smart Card

When using SMS2, you will need to write (or create) new smart cards or read the data from existing smart cards. This is accomplished through the use of the PC Smart Card Reader. When using the PC Card Reader, insert the card with the chip side facing up and toward the reader.

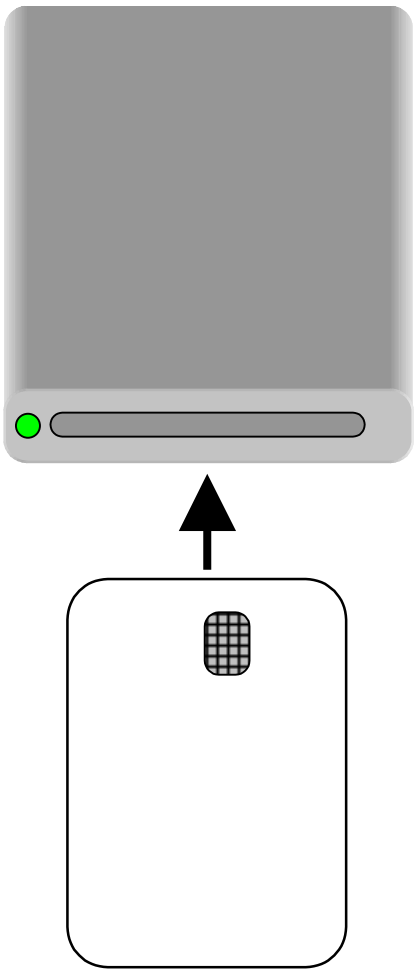


Figure 2.25 Inserting the Smart Card into the PC Reader

2.4.3. Identifying Card Contents

Each card created in the SMS2 software can be audited to identify the card type (Service Card, User Card, etc.). Once the card type is determined, it can be examined from the manager in which it was created and further details can be viewed.

2.4.3.1. Identifying a Card

1. Insert the Card into the PC Reader (Section 2.4.2).
2. Select Identify Card from the Help drop-down menu on the main screen (Figure 2.26).

Figure 2.26 Identifying a Card

3. A window containing the card information will appear (Figure 2.27).

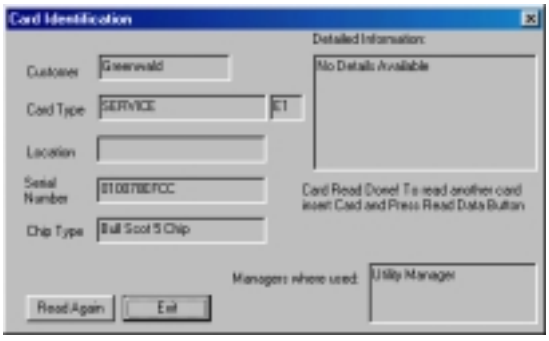


Figure 2.27 Card Identification Window

4. Click the Exit button when finished, or insert a different card into the PC Reader and click the Read Again button (Figure 2.27).

3.1.1. Overview

In this chapter, a guided tour will introduce the steps involved in the software setup of a laundry facility. This section is recommended only for previous SMS users and seasoned PC users who want to get a feel for the new SMS2 interface structure. Only brief explanations of different screens and functions will be provided. Please refer to the appropriate chapters for further details.

3.1.2. The Scenario

For this exercise, we will set up two separate laundry facilities. Both facilities have identical equipment. Each laundry room is equipped with:

- 1 Cash Transaction Station
- 5 Whirlpool EMS2000 Washers
- 5 Maytag PD Dryers

Although the equipment is identical, the vend cost for each location differs as shown in Table 3.1.

Table 3.1 Pricing by Property Name

	Huntington Woods	Lake View
CTS Card Deposit	$3.00	$4.50
Washer	$1.30	$1.75
Dryer	$1.00	$1.15

Because of the difference in price and the close vicinity of these two properties, we will restrict tenants to using only the equipment in their building.

3.2. Setting Up the Databases

The first step in setting-up the system is to configure the different databases necessary to run the equipment in our scenario. The databases that need to be set up are associated with the following managers (or software modules):

- Locations Manager
- Machines Manager
- CTS Cards Manager
- Laundry Machines Manager

The following sections will cover the setup process in each one of these SMS2 Managers.

3.2.1. Locations

1. After logging on to SMS2 (Section 2.2.5), click **Locations** in the main dialog box (Figure 3.1).

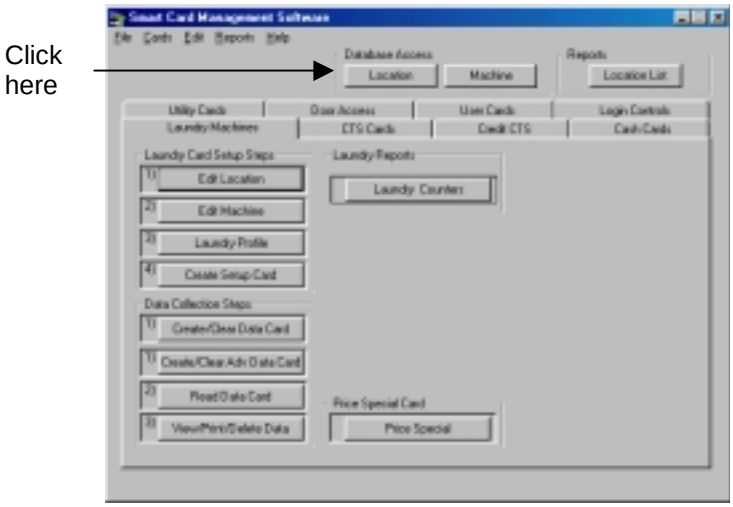


Figure 3.1 Locations

2. The Location Data dialog box will open. Select **Add New Location** from the Edit drop-down menu (Figure 3.2).

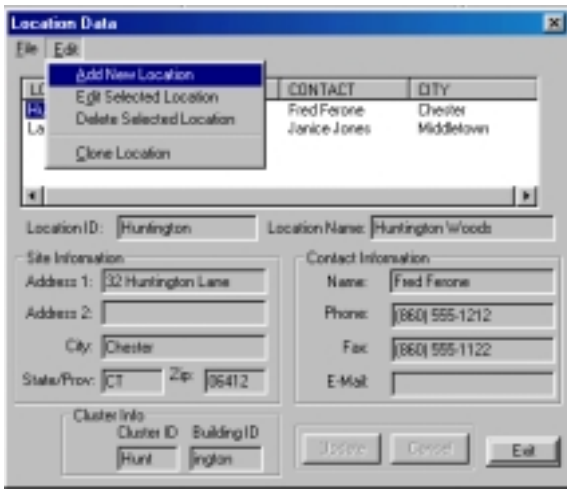


Figure 3.2 Add Location

3. A blank Location record will appear. Enter the information from Table 3.2 into the appropriate fields.

Table 3.2 Huntington Woods Location Setup

Field Name	Information to Enter
Location ID	Huntington
Location Name	Huntington Woods
Address 1	32 Huntington Lane
Address 2	
City	Chester
State/Prov	CT
Zip	06412
Name	Fred Ferone
Phone	(860) 555-1212
Fax	(860) 555-1122
E-Mail	fferone@Hwoods.com

4. Once all information has been entered correctly, click **Update** to save the information into the database (Figure 3.3).

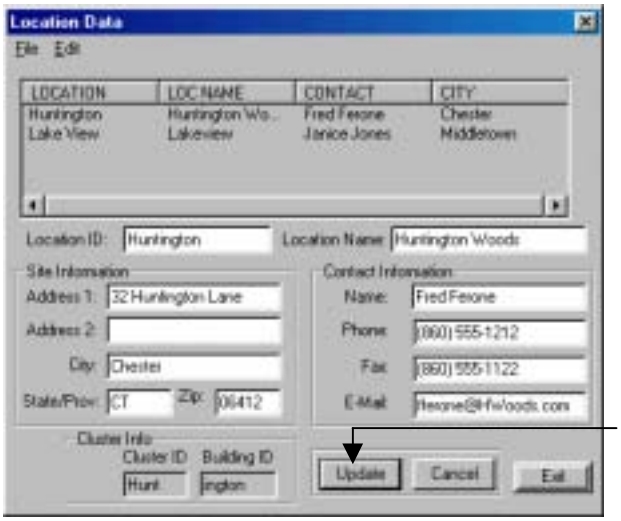


Figure 3.3 Saving New Location

5. Repeat steps 2 through 4 to enter the data for Lake View. Use the information in Table 3.3 to enter the correct data for each field in the **Location Data** dialog box

Table 3.3 Lake View Location Setup

Field Name	Information to Enter
Location ID	Lake View
Location Name	Lake View
Address 1	1050 Buena Vista Drive
Address 2	P.O. Box 2400
City	Middletown
State/Prov	CT
Zip	06400
Name	Janice Jones
Phone	(860) 555-1212
Fax	(860) 555-1122
E-Mail	jjones@lakeview.com

6. When completed, the Location List Window in the Location Data dialog box should include the two properties (Figure 3.4).

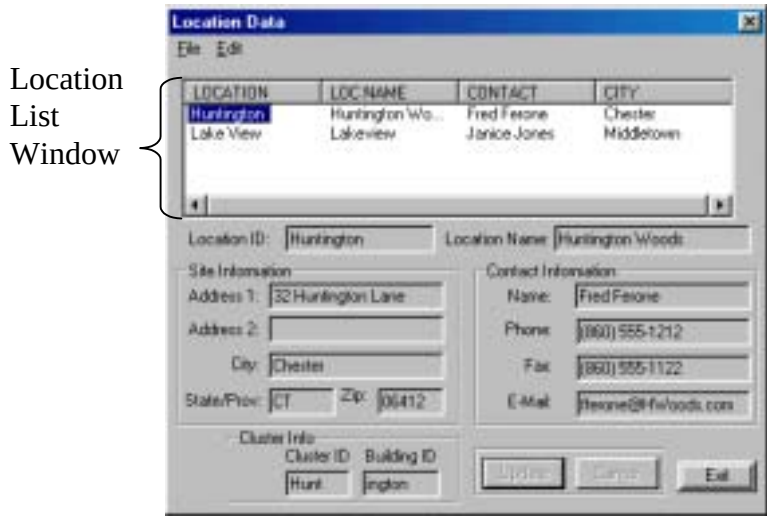


Figure 3.4 Completed Location Setup

7. Close the Location Data window by clicking the Exit button.

3.2.2. Machines

After the Locations have been entered, the next step is to set up the Machine Database.

1. Click **Machine** in the main dialog box (Figure 3.5).

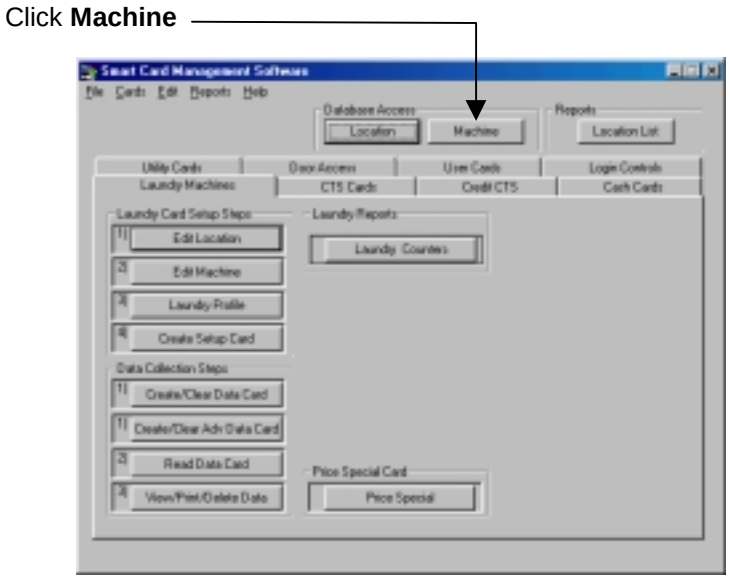


Figure 3.5 Opening the Machine Manager

2. In the Machine Manager dialog box, select **Add New Machine** from the Edit drop-down menu (Figure 3.6).

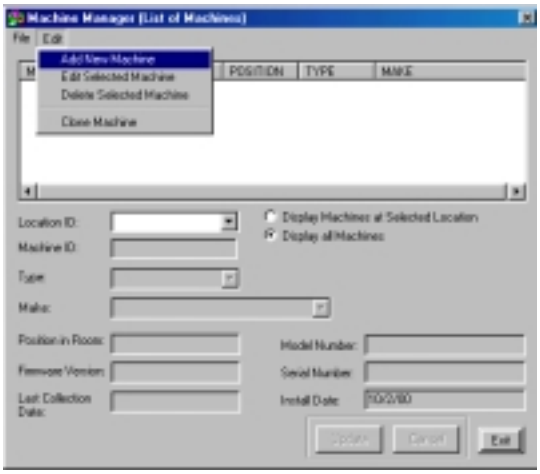


Figure 3.6 Adding a New Machine

3. A blank Machine record will appear. Enter the information in Table 3.4 into the appropriate fields to set up the Cash CTS for Huntington Woods.

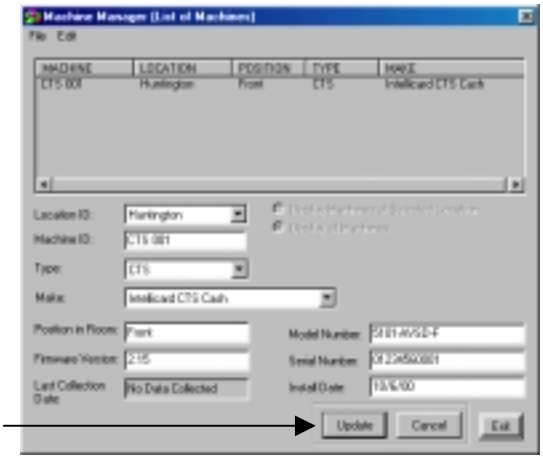
Table 3.4 Huntington Woods Cash CTS Machine Setup

Field Name	Information to Enter
Location ID	Huntington
Machine ID	CTS001
Type	CTS
Make	Intellicard CTS Cash
Position in Room	Front
Firmware Version	2.15
Model Number	5101-AVSD-F
Serial Number	01234560001

Note:

The software automatically updates the **Last Collection Date** field. In the **Install Date** field enter the date installation will occur on, otherwise it will defaults to the current date.

4. Once all information has been entered correctly, click **Update** to store the information into the database (Figure 3.7).



Click here to save the machine information

Figure 3.7 Saving Machine Information

5. Repeat steps 2 through 4 to set up the Cash CTS for the Lake View property. Use Table 3.5 to enter the correct data for each field in the Machine Manager (List of Machines) dialog box.

Table 3.5 Lakeview Cash CTS Machine Setup

Field Name	Information to Enter
Location ID	Lake View
Machine ID	CTS002
Type	CTS
Make	Intellicard CTS Cash
Position in Room	Front
Firmware Version	2.15
Model Number	5101-AVSD-F
Serial Number	01234560002

6. Next, add two more records to set up the dryers and washers for Huntington Woods. Repeat steps 2 through 4 using the information in Table 3.6 to enter the correct data.

Table 3.6 Huntington Woods Machine Setup

Field Name	Washer Setup	Dryer Setup
Location ID	Huntington	Huntington
Machine ID	WPL-W 001	MPD-D 001
Type	Washer	Dryer
Make	Whirlpool EMS 2000	Maytag Retrofit
Position in Room	Multiple	Multiple
Firmware Version	2.36	3.15
Model Number	EMS 2000	Maytag PD
Serial Number	N/A	N/A

7. Finally, set up the washer and dryer for the Lake View property. Repeat steps 2 through 4 using the information in Table 3.7 to enter the correct data.

Table 3.7 Lake View Machine Setup

Field Name	Washer Setup	Dryer Setup
Location ID	Lakeview	Lakeview
Machine ID	WPL-W 002	MPD-D 002
Type	Washer	Dryer
Make	Whirlpool EMS 2000	Maytag Retrofit
Position in Room	Multiple	Multiple
Firmware Version	2.36	3.15
Model Number	EMS 2000	Maytag PD
Serial Number	N/A	N/A

8. When completed, check to verify that the Machine List Window in the Machine Manager (List of Machines) dialog box includes the 6 machines entered in this section (Figure 3.8).

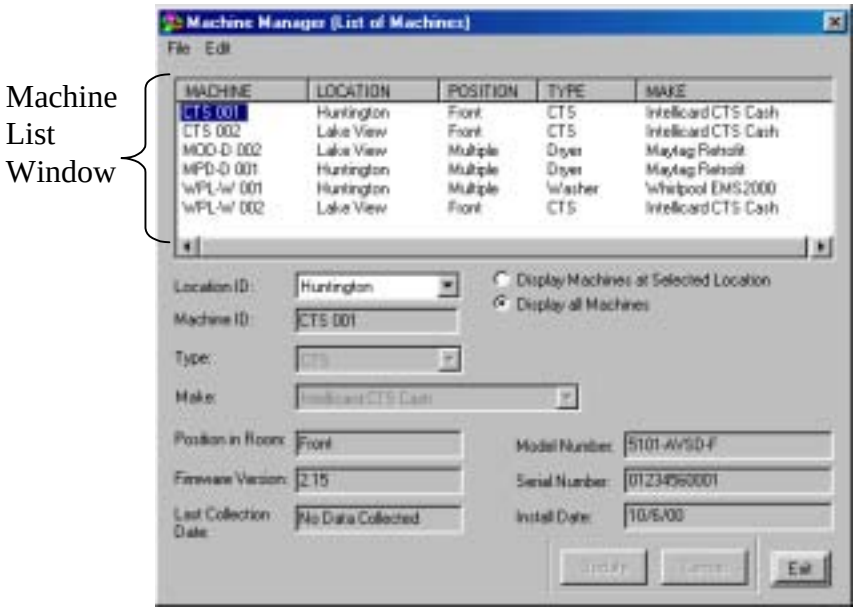


Figure 3.8 Completed Machine Setup

3.2.3. Profiles

Once Locations have been established and all Machine types have been entered, profiles need to be defined before the machines can be programmed. In the profile section of the database, information defining pricing and other functions of the different machines is entered.

3.2.3.1. CTS Profile

Begin by defining the profile for the CTS. Notice that the profiles for the two locations will be similar except for the deposit cost for the card and the CTS cutoff value.

Set up the Huntington Woods CTS Profile with the following steps:

1. Click the **CTS Cards** tab in the main screen (Figure 3.9).
2. Click **CTS Profile** button (Figure 3.9).

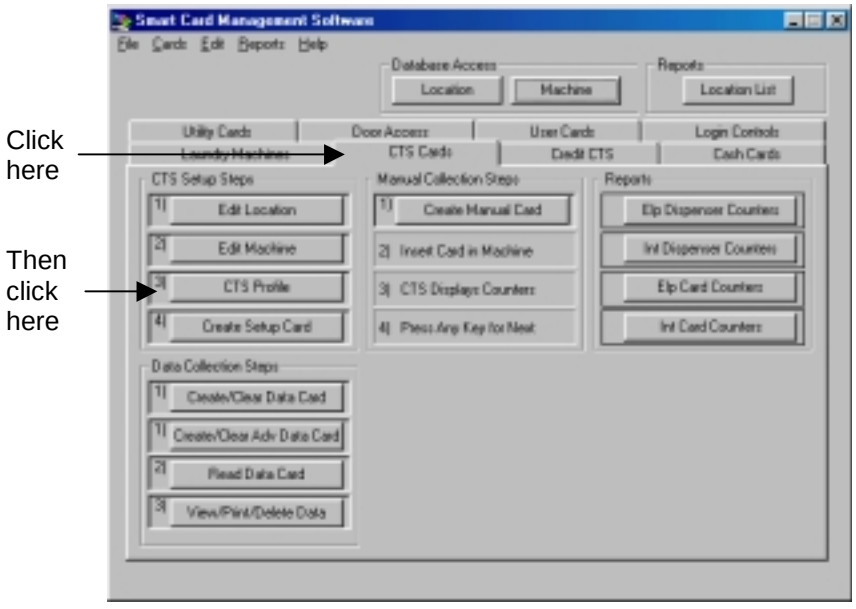


Figure 3.9 Opening the CTS Profile Manager

3. The CTS Profile Manager will open. Select **Add New Profile** from the Edit drop-down menu (Figure 3.10).

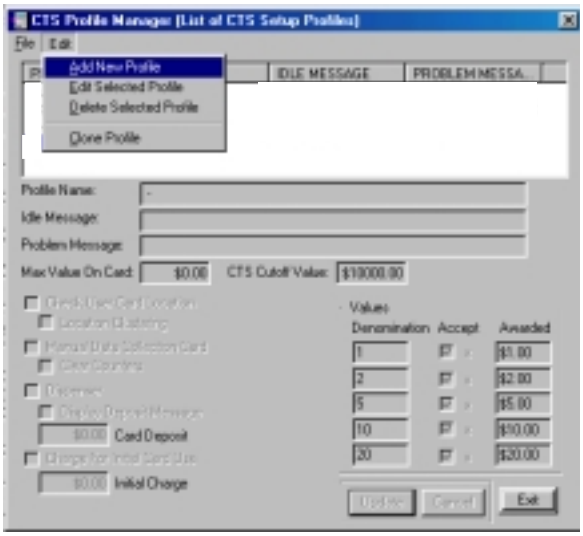


Figure 3.10 Adding a New Profile

4. A blank Profile record will open. Enter the information from Table 3.8 into the appropriate fields.

Table 3.8 Huntington Woods Cash CTS Profile Setup

Field Name	Information to Enter
Profile Name	Huntington CTS
Idle Message	Welcome Tenants
Problem Message	Call 800-555-1212
Max Value on Card	$99.00
CTS Cutoff Value	$4000.00
Check User Card Location	Click on box to enable this feature
Location Clustering	Do not enable this feature
Manual Data Collection Card	Do not enable this feature
Dispenser	Click on box to enable this feature
Display Deposit Message	Click on box to enable this feature
Card Deposit	$3.00
Denomination Accept/Awarded	Click on all boxes other than $2.00 to accept all other bill denominations. Awarded column values should match the Accept column values (see Figure 3.11).

5. Once all information has been entered correctly, click **Update** to store the information into the database (Figure 3.11).

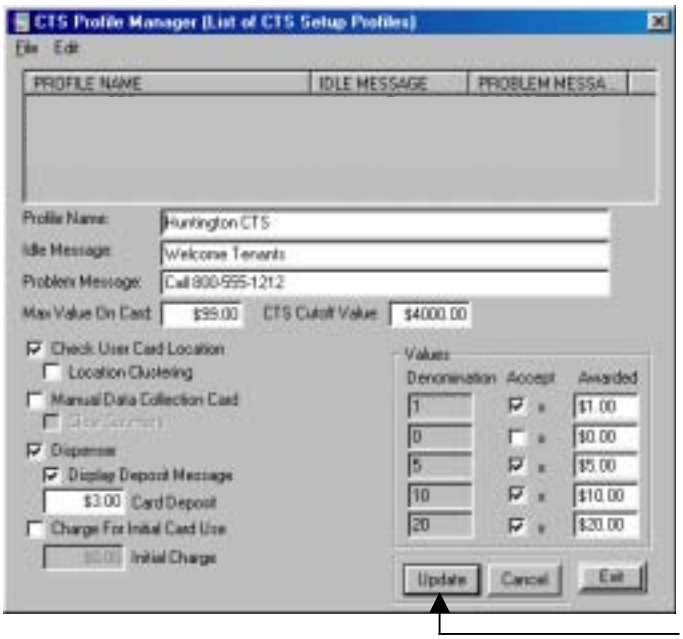


Figure 3.11 Updating the Database

6. Repeat steps 3 through 5 to set up the Cash CTS Profile for the Lake View property. Use Table 3.9 to enter the correct data for each field in the CTS Profile Manager dialog box.

Table 3.9 Huntington Woods Cash CTS Profile Setup

Field Name	Information to Enter
Profile Name	Lake View CTS
Idle Message	Welcome Tenants
Problem Message	Contact Management
Max Value on Card	$99.00
CTS Cutoff Value	$6000.00
Check User Card Location	Click on box to enable this feature
Location Clustering	Do not enable this feature
Manual Data Collection Card	Do not enable this feature
Dispenser	Click on box to enable this feature
Display Deposit Message	Click on box to enable this feature
Card Deposit	$4.50
Denomination Accept/Awarded	Click on all boxes other than $2.00 to accept all bill denominations other than two-dollar bills. Awarded column values should match the Accept column values (see figure 3.11 above).

7. When completed, check to verify that the CTS Profile List Window in the CTS Profile Manager dialog box includes both profile setups covered in this section.
8. Close the CTS Profile Manager by clicking the Exit button.

3.2.3.2. Washer and Dryer Profiles

Set up the washer profile for Huntington Woods as follows:

1. Click the **Laundry Machines** tab in the main screen (Figure 3.12).
2. Click the **Laundry Profile** button (Figure 3.12).

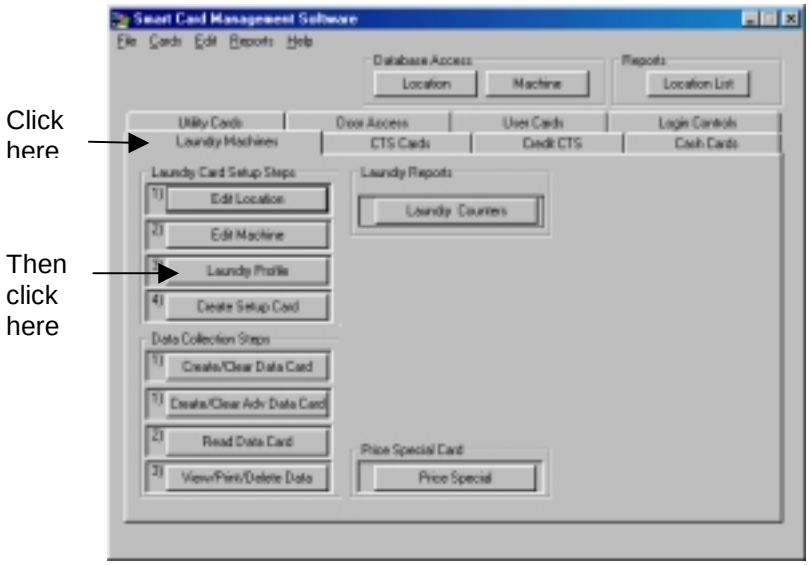


Figure 3.12 Opening the Laundry Profile Manager

3. The Laundry Profile Manager will open. Select **Add New Profile** from the Edit drop-down menu (Figure 3.13)

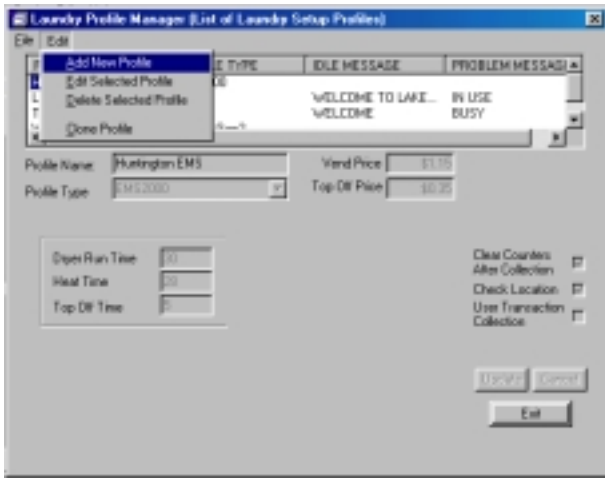


Figure 3.13 Adding a New Laundry Profile

4. A blank profile record will open. Enter the information from Table 3.10 into the appropriate fields.

Table 3.10 Huntington Woods Washer Setup

Field Name	Information to Enter
Profile Name	Huntington Washer
Profile Type	Select “EMS 2000”
Vend Price	$1.30
Top Off Price	Not Applicable
Dryer Options	Not Applicable
Clear Counters After Collection	Click on box to enable this feature
Check Location	Click on box to enable this feature
User Transaction Collection	Do not enable this feature

5. Once all information has been entered correctly, click **Update** to store information into the database (Figure 3.14).

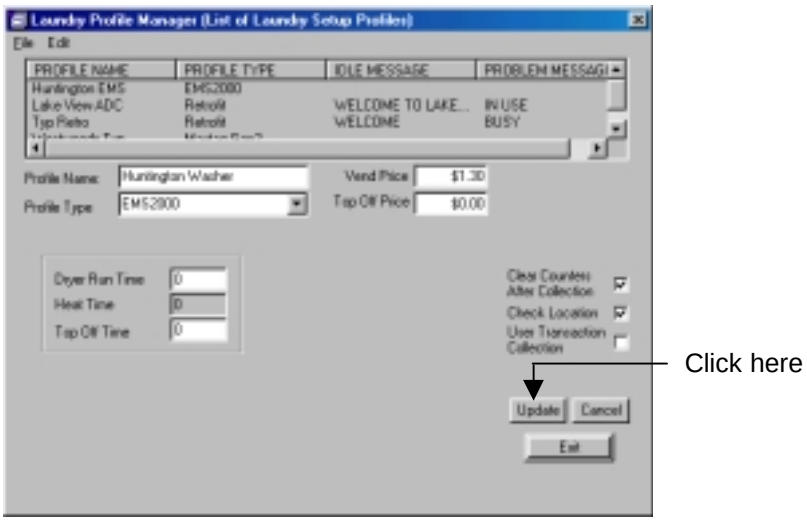


Figure 3.14 Updating the Database

6. Repeat steps 3 through 5 to set up the Washer profile for the Lake View property. Use Table 3.11to enter the correct data for each field in the Laundry Machine manager.

Table 3.11 Lake View Washer Setup

Field Name	Information to Enter
Profile Name	Lake View Washer
Profile Type	Select “EMS 2000”
Vend Price	$1.75
Top Off Price	Not Applicable
Dryer Options	Not Applicable
Clear Counters After Collection	Click on box to enable this feature
Check Location	Click on box to enable this feature
User Transaction Collection	Do not enable this feature

7. To set up the dryers for the two properties, repeat steps 3 through 5 two more times to set up two profiles with the information from Table 3.12.

Table 3.12 Dryer Setup

Field Name	Huntington	Lakeview
Profile Name	Huntington Dryer	Lake View Dryer
Profile Type	Select “Retrofit”	Select “Retrofit”
Vend Price	$1.00	$1.15
Top Off Price	$.25	$.25
Idle Message	MACHINE READY	MACHINE READY
Busy Message	MACHINE IN USE	MACHINE IN USE
Scroll Speed Value	80	80
Number of Pulses	4*	4*
Display Idle Message	Click on box to enable this feature	Click on box to enable this feature
Display Price When Idle	Click on box to enable this feature	Click on box to enable this feature
Cash Deduction	Select “Immediate”	Select “Immediate”
Clear Counters After Collection	Click on box to enable this feature	Click on box to enable this feature
Check Location	Click on box to enable this feature	Click on box to enable this feature
User Transaction Collection	Do not enable this feature	Do not enable this feature

***Note:**

When setting Number of Pulses field to 4, be sure to set the Maytag PD dryer for a four coin cycle startup.

8. When completed, check to verify that the Laundry Profile List Window includes all four laundry profiles created (Figure 3.15).

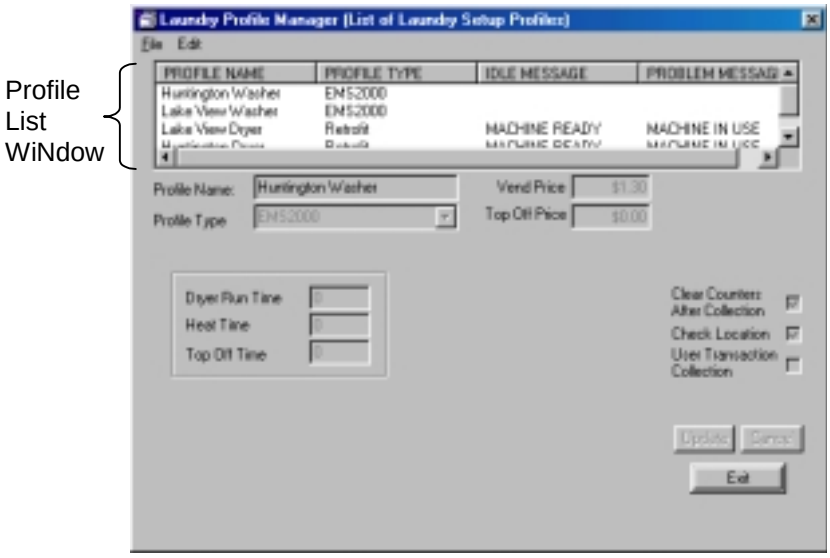


Figure 3.15 Completing the Laundry Profiles

9. Close the Laundry Profile Manager window by clicking the Exit button.

3.3. Creating Setup Cards

Now that the database has been set up with all the necessary information about our locations, the machines that will be used in them, and the profiles of how these machines are to operate, the only step remaining to begin operation is to program the machines.

To program the machines setup cards must be created.

3.3.1. Creating a CTS Setup Card

1. Click the **CTS Cards** tab in the main screen (Figure 3.16).
2. Click the **Create Setup Card** button.

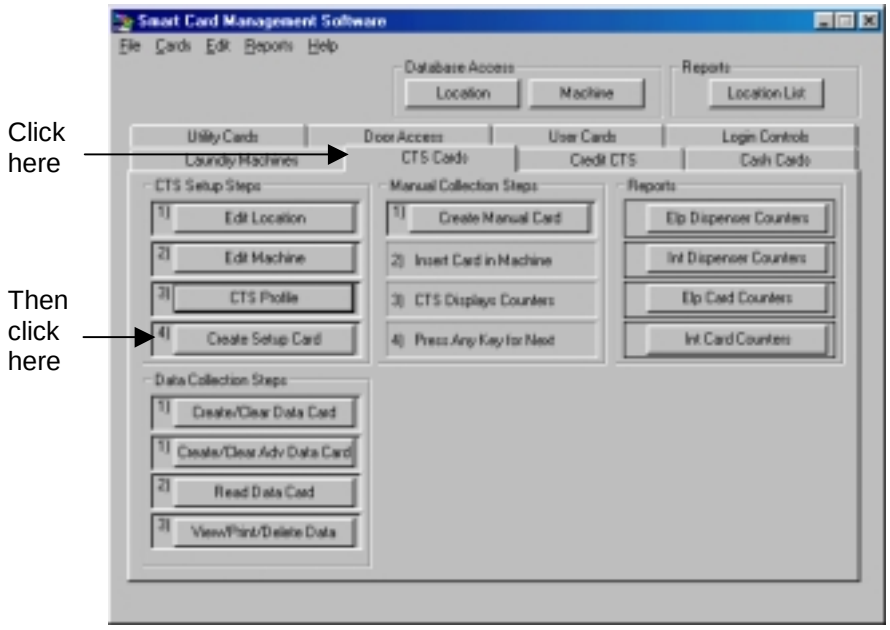


Figure 3.16 Creating a CTS Setup Card

3. In the Create CTS Setup Card window click on machine to setup (Figure 3.17).

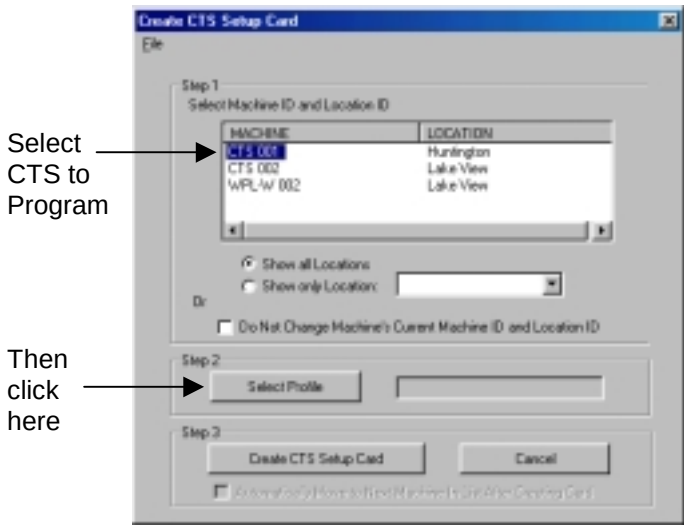


Figure 3.17 Select CTS to Program

4. Click the **Select Profile** button (Figure 3.17). Select the profile for the CTS that is being programmed, and click the **Select** button (Figure 3.18).

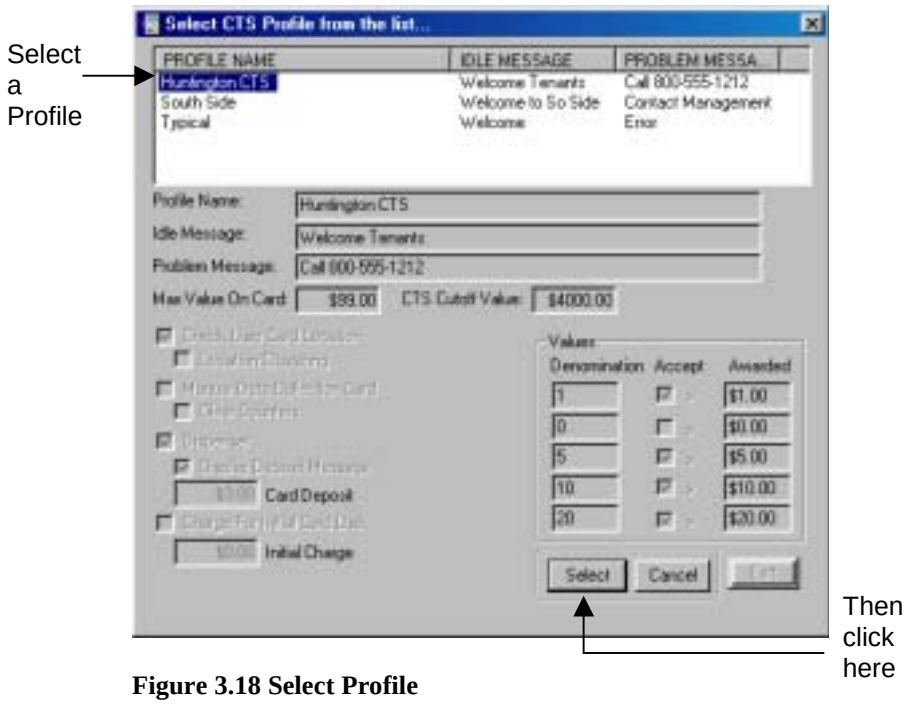


Figure 3.18 Select Profile

5. Insert a Management Card into the PC Card Reader (Figure 3.19).

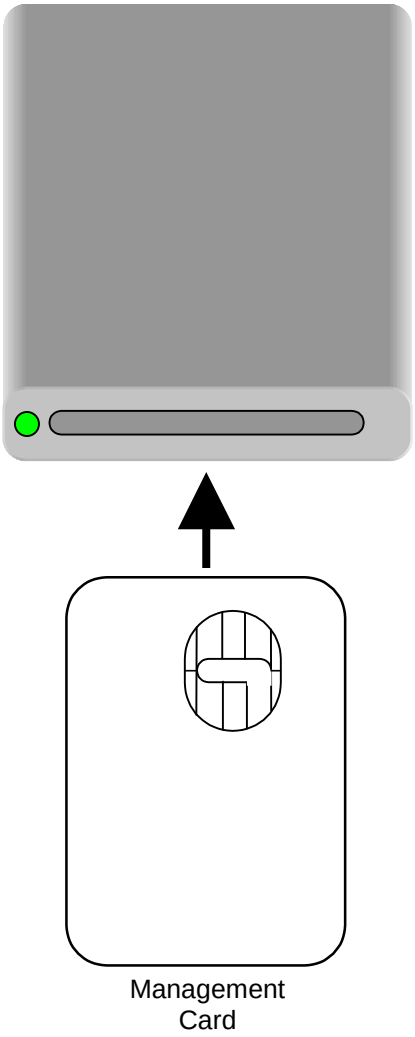


Figure 3.19 Inserting a Management Card into the PC Reader

6. Click the **Create CTS Setup Card** button (Figure 3.20).

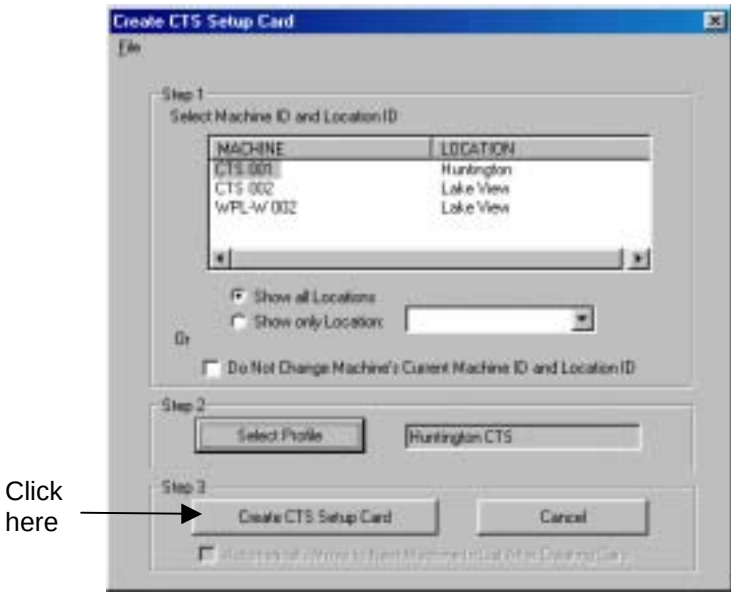


Figure 3.20 Creating the CTS Setup Card

7. The CTS Setup Card has now been created and can be used to program your Card Transaction Station.
8. Close the Create CTS Setup Card window by clicking the Cancel button.

3.3.2. Creating a Laundry Setup Card

1. Click the **Laundry Machines** tab in the main screen (Figure 3.21).
2. Click the **Create Setup Card** button (Figure 3.21).

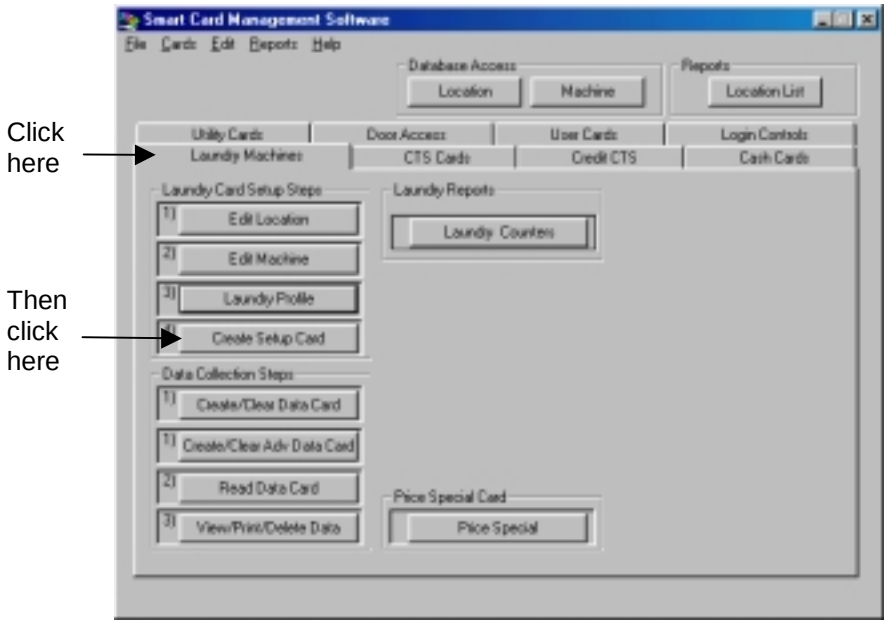


Figure 3.21 Creating a Laundry Setup Card

3. In the Create Laundry Setup Card window click on the machine to set up (Figure 3.22).

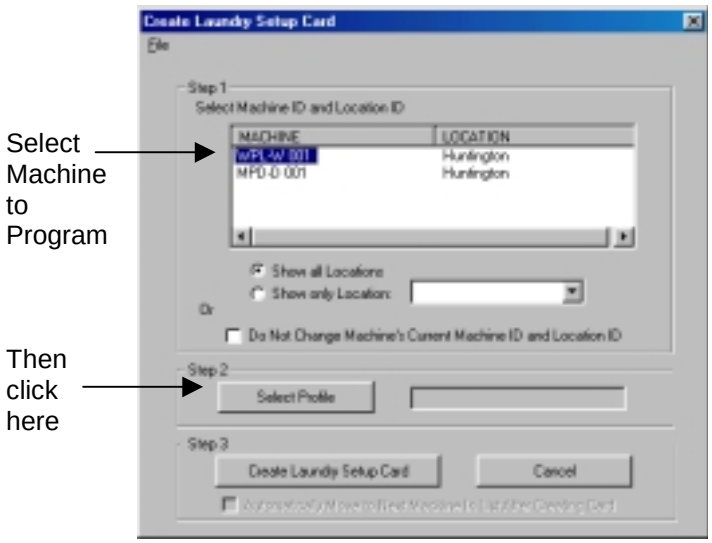


Figure 3.22 Selecting a Laundry Machine to Program

4. Click the Select Profile button (Figure 3.22). Select the profile for the Laundry Machine that is being programmed, and click the **Select** button (Figure 3.23).

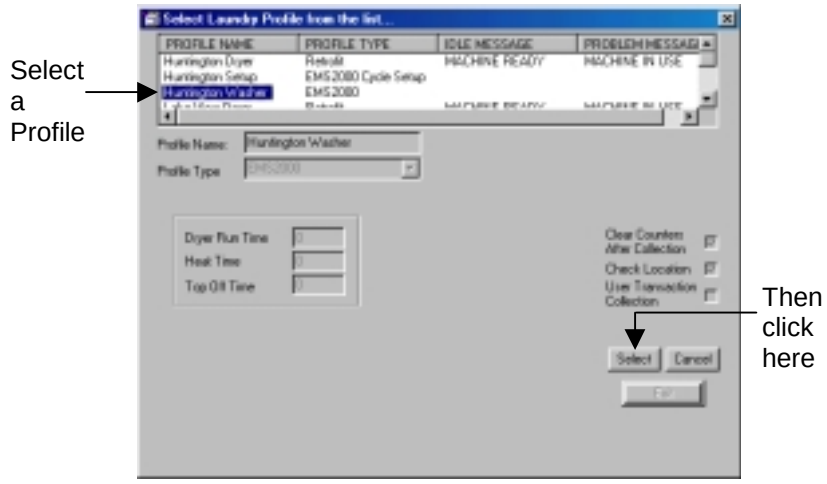


Figure 3.23 Selecting a Profile

5. Insert a Management Card into the PC Card Reader (Figure 3.24).

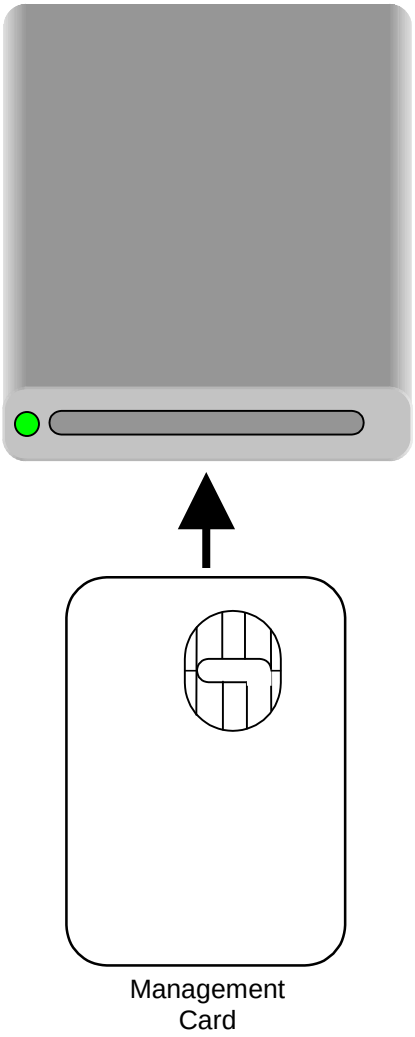


Figure 3.24 Inserting a Management Card into the PC Reader

6. Click the **Create Laundry Setup Card** button (Figure 3.25).

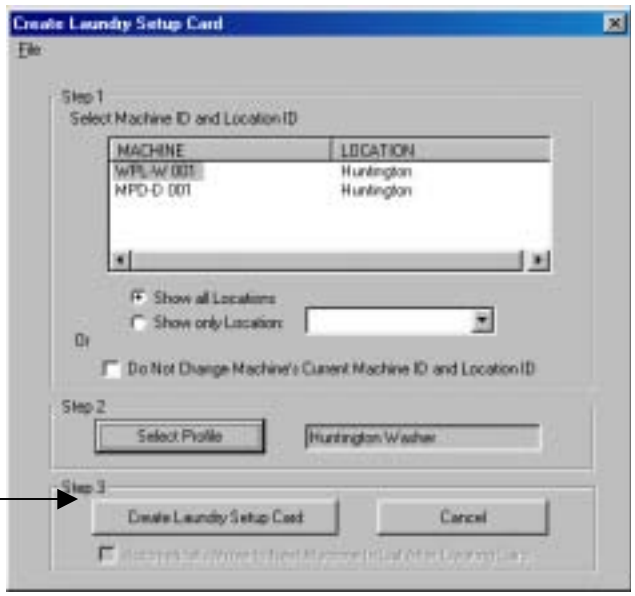


Figure 3.25 Creating the Laundry Setup Card

7. The Laundry Setup Card has now been created and can be used to program your laundry machine.